



STATE OF COLORADO

CLASS SERIES DESCRIPTION JULY 1, 1999

DATA ENTRY

G2D1IX TO G2D5XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses five levels in the Administrative Support and Related Occupational Group and describes the entry of data into computer systems and equipment. Work includes operating equipment, bringing equipment up to operating mode, locating data on source documents, coding and entering data, verifying the accuracy of entries, and correcting errors. Positions can be in either a central processing unit or at a remote site with on-line or data transfer capabilities. Included in this class series are data specialists and supervisors. The specialist not only enters and verifies data, but reviews the individual transaction for correctness and accuracy in accordance with a specific business function's rules and standards, generates reports on the information in the system, determines how to input data to obtain the desired result based on the logic and structure of the system used, reports problems with how the system processes the transactions for the business function being supported, and explains systems, rules, and procedures to others. This class series differs from other clerical or data processing classes by the focus on accurate entry into and maintenance of data in a computer system and its results, including judgment about the data at the specialist level. Some positions in this series may be expected to maintain a specified number of keystrokes per hour.

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DATA ENTRY INTERN

G2D1IX

CONCEPT OF CLASS

This class describes the entry level. Work is initially designed to train positions for production data entry assignments. Although tasks are similar to those of the fully-operational level, assignments are structured and performed with direction and assistance from others. Positions carry out established Work processes and operations by learning to apply and follow procedures, techniques, rules, and regulations. Once training has been completed, the position is to be moved to the next level. Positions

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should not remain in this class indefinitely. For agencies with an established keystroke minimum, this class may be used to describe positions that do not meet the performance standard required at the fully-operational level. Positions may remain in this level until the keystroke standard is met.

DATA ENTRY OPERATOR I

G2D2TX

CONCEPT OF CLASS

This class describes the fully-operational data entry operator. In this class, positions locate and verify data on source documents, key that information into the data processing system, verify that data is entered accurately, correct identified errors, and keep records of data batches processed. Positions may also perform other tasks in support of the work unit such as printing and distributing reports, filing source documents, or opening mail.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, positions determine the priority of work assignments based on established processing deadlines. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, if data is entered into the wrong field or screen, or the wrong source document or code is used, errors will result. Alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, when correcting identified errors, positions determine the fastest method for making the corrections, such as deleting and re-entering the batch, or locating and correcting errors individually. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, positions locate the data on source documents to be entered into pre-established entry screens and data fields. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. In this class, guidelines include standard operating procedures, verbal and written instructions, equipment manuals, codes, formatted computer screens, and deadlines for processing work. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step. For example, when keying data, the operator must follow prescribed procedures or errors will result.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or

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collecting factual information in order to solve factual problems, errors, or complaints. For example, positions contact others to obtain missing information or clarify incorrect data on source documents.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

DATA ENTRY OPERATOR II

G2D3XX

CONCEPT OF CLASS

This class describes the work leader. In addition to the duties performed by a data entry operator, positions in this class have partial accountability for the work of at least two full-time equivalent positions. The work leader arranges for backup coverage for absent employees, assigns work and monitors progress, trains and informs staff of changes to procedure, and verifies the accuracy of data entered by others. This class differs from the Data Entry Operator I on the Line/Staff Authority factor only.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, positions determine the priority of work assignments based on established processing deadlines. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, if data is entered into the wrong field or screen, or the wrong source document or code is used, errors will result. Alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, when correcting identified errors, positions determine the fastest method for making the corrections, such as deleting and re-entering the batch, or locating and correcting errors individually. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, positions locate the data on source documents to be entered into pre-established entry screens and data fields. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. In this class, guidelines include standard operating procedures, verbal and written instructions, equipment manuals, codes, formatted computer screens, and deadlines for processing work. Action taken is based

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on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step. For example, when keying data, the operator must follow prescribed procedures or errors will result.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions contact others to obtain missing information or clarify incorrect data on source documents.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a work leader. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

DATA SPECIALIST

G2D4XX

CONCEPT OF CLASS

This class describes the specialist level in this series. While the system operations are defined, the work is in support of a special business function so a greater level of complexity and judgment are required. Knowledge of the business function being supported and the data processing system's operations in terms of processing the transactions must be applied in order to ensure compliance with standards and rules and to ensure the correct transfer of data from one system to another. In addition to entry and verification of data, positions use judgment to ensure that the source document and transaction are proper and to correct any invalid documents or information. Positions troubleshoot and report problems with the processing of transactions to the system or program administrator; test system changes to ensure revisions work properly given business function rules; explain systems, rules, and procedures to others; and train system users. This class differs from the Data Entry Operator II on Complexity and Line/Staff Authority.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, positions determine the cause of a problem and if it is user or system based, and the steps to take to resolve it. These choices do not affect the standards or results of the system operation or business function itself because there is typically only one correct way to carry out the operation. Alternatives include independent choice of such things as priority and

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personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, positions determine the quickest and most effective method for correcting errors, such as deleting transactions and recreating an employee's history, revising system data tables and edits, overriding data and action codes, or requesting system changes to eliminate similar problems. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, in extracting data for ad hoc reports to answer inquiries, positions modify report parameters and select and sort data fields according to the requestor's needs. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information related to the system operation and the business function supported to determine what it means and how it fits together in order to get practical solutions to problems related to compliance with the business function's standards and rules or the system's processing of such transactions. Guidelines in the form of rules and standards, system operator manuals, business function policies, and verbal or written instructions exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, when information between state and national databases conflicts, positions determine which data is accurate, what steps to take to resolve the conflict, and who is responsible for the inaccurate transaction in order to provide advice. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, positions contact users or customers to obtain missing information or the proper source document.

Detecting, discovering, exposing information, problems, violations or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, positions probe for information from a number of sources when the cause of the problem is unclear and a solution must be improvised.

Advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors. For example, positions train and advise customers on the proper operation of the system and the processing of transactions that comply with the business function's rules and standards.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes

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within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

DATA SUPERVISOR

G2D5XX

CONCEPT OF CLASS

This class describes the supervisor responsible for the daily operation of a data entry work unit. In addition to work described by previous data classes, positions in this class supervise at least three full-time equivalent positions including decisions that directly affect the pay, status, and tenure of others. The unit supervisor trains and schedules assigned staff, plans work schedules and assigns work, establishes and modifies operating procedures, monitors production and quality standards, authorizes overtime, and maintains personnel files and leave records. Included in this class are positions which function as work leaders over data specialist positions. This class differs from the Data Specialist on the Decision Making and Line/Staff Authority factors.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. For example, the unit supervisor determines the procedures, forms, job formats, batch controls, priorities, and speed and accuracy standards for the work unit. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. For example, within established operational processes, positions develop work plans and schedules to coincide with the processing deadlines for the unit. Choices are within a range of specified, acceptable standards, alternatives, and technical practices. For example, positions determine when a change in procedure is required to expedite work flow, decide whether new computer programs or enhancements are required for data entry projects, decide the format for entry screens and data fields, and write the operator and desk manuals to accompany new projects.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study workload, deadlines, and schedules to determine what it means and how it fits together in order to get practical solutions in the form of work plans, operator manuals and instructions, standards, and priorities for the unit. Guidelines in the form of standard operating procedure, policy, regulations, and deadlines exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, the unit supervisor adapts guidelines and instructions in order to accommodate changing deadlines and establish workload priorities and standards when equipment failures alter the production schedule. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the

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situation. While guidelines and instructions exist, they do not cover all situations so the supervisor tailors the guidelines to the individual project or circumstance.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of detecting, discovering, exposing information, problems, or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, the supervisor discusses complaints with customers and modifies deadlines, standards, and procedures to resolve problems and satisfy customer complaints.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a work leader. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. The subordinate positions must be in the Data Specialist class or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

OR

The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact the pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

CLASS SERIES HISTORY

Effective 7/1/99 (KKF). Data Specialist Intern and II (G2E1IX and G2E3XX) converted to State Service Trainee V (G3J5IX) and Data Specialist (G2D4XX) respectively and abolished. Published as draft 8/19/97 and as proposed 11/25/98.

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Effective 3/1/99 (KKF). Data Specialist Intern, I and II (G2E) consolidated with Data Entry. Revised nature of work, class code, and title for Data Specialist I, G2E2TX, and Data Entry Supervisor, G2D5XX. Published as draft 8/19/97 and as proposed 11/25/98.

Effective 4/1/97 (KKF). Data Entry Supervisor II, G2D5XX, abolished in annual elimination of vacant classes. Published as proposed 3/21/97.

Effective 9/1/93 (LLB). Job Evaluation System Revision project. Published as proposed 6/1/93.

Created 10/1/87. Crime Data Specialist A, B and Senior (2530-2532).

Revised 7/1/86. Changed nature of work, examples of work, knowledge, skills and abilities, entrance requirements for Personnel Data Technician IA and IB.

Revised 7/1/84. Revised nature of work and options for Data Entry Operator A and B, Senior Data Entry Operator, Data Entry Supervisor, and Principal Data Entry Operator. Changed entrance requirements for Data Entry Operator A and B and Senior Data Entry Operator.

Revised 7/1/80. Changed nature of work and entrance requirements for Data Entry Operator A, B, Senior Data Entry Operator, Data Entry Supervisor, Senior Data Entry Supervisor, and Remote Job Entry Terminal Operator A, B. Changed grade for Data Entry Supervisor, Senior Data Entry Supervisor. Changed relationship for Data Entry Supervisor. Changed Title for Senior Data Entry Supervisor. Created Principal Data Entry Operator. Changed relationship for Personnel Data Technician series.

Created 7/1/79. Personnel Data Technician IA, IB, and II (2800-2803).

Created 1/1/75. Data Entry Operator A and B (A2700-A2701), Senior Data Entry Operator (A2702), Data Entry Supervisor (A2703), Senior Data Entry Supervisor (A2704), Remote Job Entry Terminal Operator A and B (A2730-A2731).

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Data Entry Intern	na	na	na	na
Data Entry Operator I	Defined	Prescribed	Exchange	Indiv. Contributor
Data Entry Operator II	Defined	Prescribed	Exchange	Work Leader
Data Specialist	Defined	Patterned	Exchange, Detect, or Advise	Indiv. Contributor
Data Supervisor	Operational	Patterned	Detect	Work Leader or Unit Supervisor

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services